IN THE CLAIMS

1.   (Original) An apparatus to unblock a security device issued to an end user, comprising:

    an unblocking service for establishing a secure gateway;

    a client-side applet for securely transferring information among the unblocking service, the end user, and the security device; and

    an agent-side applet for securely transferring information between the unblocking service and a security agent.

2.   (Original) The apparatus of claim 1, wherein the security agent unblocks the security device from a remote location.

3.   (Original) The apparatus of claim 1, wherein an end user identifier and a password pair is presented by the end user for the client-side applet to connect to the unblocking service.

4.   (Original) The apparatus of claim 1, wherein an authentication process is performed for every transfer between the client-side applet and the unblocking service.

5.   (Original) The apparatus of claim 1, wherein the end user is remote.

6.   (Original) The apparatus of claim 1, wherein the security device is a smart card.

7.   (Original) The apparatus of claim 1, wherein the apparatus is accessible via a web interface.

8.   (Original) The apparatus of claim 3, wherein the end user identifier is an e-mail address.

9.   (Original) The apparatus of claim 1, further comprising:

an Unblock Authorization Code (UAC) securely transferred from the agent-side applet and the client-side applet to the unblocking service; and

an Unblock Code (UBC) securely transferred from the unblocking service to the client-side applet;

wherein, the client-side applet uses the UBC to unblock the security device.

10.   (Original) The apparatus of claim 9, further comprising:

the client-side applet set to check at a configurable frequency for determining that the UAC is generated.

11.   (Original) The apparatus of claim 9, wherein the UAC is accepted upon correlation of an end user identifier and a security device identifier.

12.   (Original) The apparatus of claim 11, wherein the security device identifier is a serial number.

13.   (Original) The apparatus of claim 11, wherein the end user identifier is an e-mail address.

14.   (Original) The apparatus of claim 9, wherein the UBC is provided by the unblocking service to the client-side applet after correlation of an end user identifier, a password pair, and a security device identifier.

15.   (Original) The apparatus of claim 14, wherein the security device identifier is a serial number.

16.   (Original) The apparatus of claim 14, wherein the end user identifier is an e-mail address.

17.   (Cancelled)

18.   (Original) A method of unblocking a security device issued to an end user by a security agent, comprising:

establishing a secure gateway by an unblocking service;

transferring information among the unblocking service, the end user, and the security device by a client-side applet in a secure manner; and

transferring information between the unblocking service and the security agent by an agent-side applet in a secure manner.

19.   (Original) The method of claim 18, wherein the security agent unblocks the security device from a remote location.

20.   (Original) The method of claim 18, wherein the end user is remote.

21.   (Original) The method of claim 13, wherein the security device is a smart card.

22.   (Original) The method of claim 18, further comprising:

presenting an end user identifier and a password pair by the end user for the client-side applet to connect to the unblocking service.

23.   (Original) The method of claim 18, further comprising:

performing an authentication process for every transfer between the client-side applet and the unblocking service.

24.   (Original) The method of claim 18, further comprising:

transferring an Unblock Authorization Code (UAC) securely from the agent-side applet to the unblocking service;

supplying the UAC to the end user by the security agent;

applying the UAC to the client-side applet by the end user;

transferring the UAC securely from the client-side applet to the unblocking service;

verifying the UAC transferred by the client-side applet and the agent-side applet match through the unblocking service;

transferring an Unblock Code (UBC) securely from the unblocking service to the client-side applet; and

unblocking the security device by the client-side applet using the UBC.

25. (Original) The method of claim 24, further comprising:

checking at a configurable frequency to determine if the UAC is generated by a client-side applet.

26. (Original) The method of claim 24, further comprising:

correlating an end user identifier and security device identifier prior to acceptance of the UAC.

27. (Original) The method of claim 24, further comprising:

providing the UBC by the unblocking service to the client-side applet after correlation of an end user identifier, a password pair, and a security device identifier.

28-37 (Withdrawn)